

Senior Resource Guide



Town of Lexington
Department of Human Services

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Fax: 781-863-2271
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The printing of this guide was made possible by a generous

Donation from the Dana Home Foundation.

NOTICE

This is a resource guide only and does not constitute an endorsement by the Town of Lexington or the Lexington Department of Human Services. Be an educated consumer: ask questions about specific services and service limits and check references! If you need additional assistance, a member of the Human Services staff may be able to help. Call us at 781-698-4840.

The Town of Lexington Human Services Department has made every effort to ensure that the information in this resource guide is accurate. If you find a listing that is incorrect or inactive, please call the Human Services Department, and we will make the necessary change. Thank you.

This guide was last revised April, 2015.

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DEPARTMENT OF HUMAN SERVICES & SENIOR SERVICES OVERVIEW

The Town of Lexington Human Services Department provides a variety of services and programs aimed at supporting the citizens of Lexington.

Senior Services provided:

- ✓ Assistance with information & referrals as well as service coordination and crisis intervention provided by experienced social workers for residents of all ages
- ✓ Youth and Family services to ensure that core social services are available, including outreach, assessments, advocacy, financial support, and promoting health
- ✓ AARP Tax Prep to help seniors prepare Federal and State income tax returns
- ✓ Senior Health Outreach Program that provides nursing consultations, wellness visits, and weekly community blood pressure screenings, all of which are conducted by a nurse for qualified home bound seniors
- ✓ Medical Insurance Counseling (SHINE) to help seniors determine the best coverage options through Medicare or other health insurance companies
- ✓ Transportation Information to help you connect to local and regional transportation options
- ✓ Senior Service Program that invites seniors to volunteer to work for town departments in exchange for property tax abatements
- ✓ Friend to Friend Program that sends volunteers to visit isolated seniors
- ✓ Veterans' Assistance to help veterans or family members determine eligibility for Federal or State benefits

Senior Programming provided:

- ✓ LexCafe: Congregate meal site
- ✓ Meals on Wheels: Daily home-delivered meals
- ✓ Classes & Shared Interests Groups: Programming includes fitness classes, discussion groups, arts programming, computer classes, and games
- ✓ Finance/Health: Regularly scheduled lectures by professionals in the fields of health and finance
- ✓ Day trips: Trips include Fenway Park, Patriots Place, Boston cruises, and Tower Hill Garden
- ✓ Evidence-Based programs: Programs includes Healthy Aging, Matter of Balance, and Nutrition
- ✓ Support Groups: Groups include Caregiver Supports, Parkinson's, Low Vision, and Bereavement

If you would like further information regarding the above programs or the services listed in this guide, please contact us at 781-698-4840.

QUICK REFERENCE TELEPHONE LIST

The following tables provide telephone numbers for hotlines/24-hr emergency resources and various agencies in Lexington and the Boston area.

Hotlines and 24-Hr. Emergency Resources

Agency	Phone Number	Agency	Phone Number
Police—Fire—EMS	911	Police—Fire—EMS	911
Advocates Psychiatric Emergency Services Crisis Team	781-893-2003 or 800-540-5806	Fire Department	781-862-0272
American Red Cross of MA	617-274-5200	Lifeline	781-935-2220
Attorney General's Elder Hotline	888-243-5337	National Grid	800-233-5325
Disabled Person Abuse/Neglect	800-426-9009	Poison Control	800-222-1222
Domestic Violence	877-785-2020	Police Department	781-862-1212
Elder Abuse/Neglect	800-922-2275	Sexual Assault	877-785-2020
Eversource Gas & Electric (NSTAR)	800-592-2000	Suicide (Samaritans)	877-870-4673

Town Departments and State Agencies

Town Departments/Agencies	Phone Number	Town Departments/Agencies	Phone Number
Animal Control (Lex Police)	781-862-1212	Lexpress/Transportation Services	781-861-1210
Assessor's Office	781-698-4570	Liberty Ride	781-698-4588
Board of Health	781-698-4533	Planning & Economic Development	781-698-4560
Board of Selectmen	781-862-0500x208	Post Office	781-862-4006
Building Permits/Inspection	781-698-4520	Public Health	781-698-4522
Chamber of Commerce	781-862-2480	Public Works	781-274-8300
Community Development	781-698-4500	Recreation	781-698-4800
Comptroller's Office	781-698-4621	Retirement	781-698-4630
Conservation	781-698-4521	Revenue Office	781-862-0500x265
Historic District Commission	781-698-4524	Selectmen's Office	781-698-4580
Human Resources	781-698-4590	Town Clerk's Office	781-698-4550
Human Services	781-861-0194	Town Manager's Office	781-698-4540
Information Technology	781-698-4610	Treasurer/Tax Collector	781-698-4600
League of Women Voters - Lexington	781-863-1733	Water Department	781-274-8370
Lexington Housing Authority	781-861-0900	Zoning/Board of Appeals	781-698-4523
Government/State Agencies	Phone Number	Government/State Agencies	Phone Number
800AgeInfo	800-243-4636	Mass Housing Authority	800-882-1154
Administration on Aging (AOA, ACL)	202-619-0724	MassHealth (Medicaid and CHIP)	888-665-9993
Alzheimer's Association of MA	800-272-3900	MassHealth Customer Service	800-841-2900
Community Care Ombudsman	617-727-7750	Medicare Hotline	800-633-4227
Executive Office of Elder Affairs	617-727-7750	Mental Health Dept (NE Suburban Site)	781-641-8100
Executive Office of Veteran Services	617-210-5480	Registry of Deeds for Middlesex South	617-679-6300
Internal Revenue Service (Stoneham)	781-835-4350	RMV (IDs, Handicap permits, etc.)	857-368-8000
Mass Commission for the Blind	617-727-5550	Social Security Administration	800-772-1213

RESOURCE LIST

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Abuse & Self Neglect

Elder Abuse Hotline

800-922-2275

State-wide 24-hour hotline for reports of elder abuse, neglect or self-neglect.

Minuteman Protective Services

26 Crosby Drive

Bedford, MA 01730

781-272-7177

Web: www.minutemansenior.org/protect.html

This local office for state Elder Protective Services takes and investigates reports of elder abuse, neglect, and self-neglect. Note that calls will be fielded during normal business hours only.

Advocacy

AARP

601 E Street, NW, Washington, DC, 20049

Toll-free: 888-687-2277

Toll-free TTY: 877-434-7598

Hours: Monday to Friday: 7 a.m. through 11 p.m. ET

Web: www.aarp.org -- email: member@aarp.org

AARP is a nonprofit, nonpartisan membership organization for people age 50 and over. It is dedicated to enhancing quality of life for all as we age. Benefits can be viewed at www.aarp.org.

Boston Center for Independent Living

60 Temple Place, Boston, MA, 02111-1324

Phone: 617-338-6665 -- Toll-free: 866-338-8085

TTY: 617-338-6662

Web: www.bostoncil.org

The Boston Center for Independent Living is a frontline civil rights organization led by people with disabilities that advocates to eliminate discrimination, isolation and segregation by providing advocacy, information and referral, peer support, skills training, and PCA services in order to enhance the independence of people with disabilities.

Alliance for Retired Americans

815 16th Street, NW

Washington, DC 20006

202-637-5399

Web: www.retiredamericans.org

The Alliance for Retired Americans is a nationwide organization, founded in May 2001, with now over 4.2 million members working together to make their voices heard in the laws, policies, politics, and institutions that shape our lives.

Lexington Council on Aging

Lexington Community Center

39 Marrett Road

Lexington, MA 02421

781-698-4840

The Human Services staff can provide information and referrals, needs assessments, crisis intervention and/or service coordination for any seniors in need.

National Council on Aging (NCOA)

800-677-1116

Web: www.ncoa.org

The NCOA partners with nonprofit organizations, government, and business to improve the health, wellbeing, and economic security of older adults.

Ombudsman Program Executive Office of Elder Affairs

One Ashburton Place

Boston, MA, 02108

1-800-AGE-INFO (800-243-4636)

State program that investigates and helps resolve disputes with home health or community services.

Senior Medicare Patrol

U.S. Department of Health & Human Services
200 Independence Avenue S.W., Washington DC, 20201
Web: www.stopmedicarefraud.gov

The Senior Medicare Patrol (SMP) is a group of highly trained volunteers who teach others about health care fraud. SMP volunteers show Medicare and Medicaid recipients how to protect against, detect, and report fraud.

Long-Term Care Ombudsman (LTCO)

A Long Term Care Ombudsman is an advocate for residents living in long term care facilities.

Long-Term Care Ombudsman

2800 Euclid Avenue, Suite 200, Cleveland, Ohio, 44115
800-365-3112 or 216-696-2719
Web: www.ltco.org

Long Term Care Ombudsman is part of a national network of organizations that advocate for people who use long term care services.

Massachusetts Executive Office of Elder Affairs - LTCO

1-617-727-7750 programs and services
Web: www.mass.gov/elders/service-orgs-advocates/ltc-ombudsman/

Mass Executive Office of Elder Affairs provides information about accessing long term care facilities and other programs and services focused on the elder population.

Area Agency on Aging

Minuteman Senior Services

26 Crosby Drive
Bedford, MA 01730
781-272-7177
www.minutemansenior.org

Minuteman Senior Services provides a 'one stop resource' to lead you to information about in-home and residential care options, caregiver support, public benefits, health insurance and prescription drug coverage, and more.

Massachusetts Care Planning Council

Web: www.caremassachusetts.org/list10_MA_Aging_Services_senior_centers.htm

Area Agency on Aging is a nationwide network of State and local programs that help older people to plan and care for their life long needs. Visit the web site for a list of local agencies.

Caregiver Resources & Supports

Geriatric Care Managers

“Minuteman by Your Side”

Minuteman Senior Services

26 Crosby Drive

Bedford, MA 01730

888-222-6171

Web: www.minutemansenior.org/our-services/minuteman-by-your-side

Minuteman By Your Side: Licensed Care Managers can work with family caregivers to help solve problems and find practical solutions to the challenges of caregiving. They can help to develop a comprehensive care plan that fits within individual resources.

National Association of Professional Geriatric Care Managers (GCM) NE Chapter

P.O. Box 67075

Chestnut Hill, MA 02467

617-277-4669

Web: www.gcmnewengland.org

GCM New England is an association whose purpose is to define and promote the highest standards of practice by professionals who are assisting older people and their families in the design and implementation of programs for elders that maximize independence and well-being.

Death & Dying

Compassionate Friends

1000 Jorie Blvd. Suite 140

Oak Brook, IL 60523

630-990-0010 or Toll-free 877-969-0010

Web: www.compassionatefriends.org/home.aspx

The Compassionate Friends provides highly personal comfort, hope, and support to every family experiencing the death of a son or a daughter, a brother or a sister, or a grandchild, and helps others better assist the grieving family.

Hospice Houses

Elizabeth Evarts De Rham Hospice House

(Formerly Chilton House)

VNA Care Network & Hospice

65 Chilton Street

Cambridge, MA 02138

Phone: 617-661-4944

Web: www.vnacarenetwork.org/services/hospice/de_rham_hospice

Miriam Boyd Parlin Hospice House

Parmenter Community Health Care

Traditions of Wayland

10 Green Way

Wayland, MA 01778

508-358-3000 x252

Web: www.parmenter.org/hospiceresidence.asp

Email: info@parmenter.org

Sawtelle Family Hospice House

VNA of Middlesex-East

320 Haverhill Street

Reading, MA 01864

781-439-6123

Email: dagahigian@vnaofme.org

Web: www.vnaofme.org/hospice-house/

Stanley R. Tippettt Hospice House

VNA Care Network & Hospice

920 South Street

Needham, MA 02492

781-569-2888

Web: www.vnacarenetwork.org/services/hospice/tippettt

Hospice & Palliative Care Federation of Massachusetts

1420 Providence Hwy, Suite 277

Norwood, MA 02062

781-255-7077

Email: info@hospicefed.org

Web: www.hospicefed.org

The HPCFM is a non-profit organization, founded in 1980, dedicated to advancing and promoting excellence in end of life care. Call or go online for a listing of hospice and support groups that serve the Lexington area.

SafePlace via Samaritans

41 West St., 4th Floor

Boston, MA 02111

617-536-2460

Email: info@samaritanshope.org

Web: <http://samaritanshope.org/our-services/grief-support-services>

SafePlace is an open group of caring people who have experienced the loss of a loved one to suicide. It is not a professional therapy group; rather it is peer support. The facilitators are trained Samaritans volunteers. Call or go on their web site to contact a facilitator for exact meeting times and locations.

Dentists

Middlesex Community College

Dental Hygiene Clinic
44 Middle Street
Lowell, MA 01852
978-656-3250
Web: www.middlesex.mass.edu/DHClinic

Provides preventive dental hygiene services at its on-campus clinic (September through May).

Massachusetts Dental Society

Access Support
2 Willow Street
Southborough, MA 01745
800-342-8747
Web: www.massdental.org

Provides information on where to find reduced rate dental care from local dentists.

Tufts Dental Clinics

1 Kneeland Street
Boston, MA 02111
617-636-6828
Web: www.tufts.edu/dental

Offers a full range of general, specialty, and emergency dental care at lower fees.

Harvard School of Dental Medicine

188 Longwood Avenue
Boston, MA 02118
617-432-1434
Web: www.harvarddentalcenter.harvard.edu

Provides affordable and comprehensive care to patients in the fields of general dentistry, periodontics, prosthodontics, endodontics, and orthodontics.

Employment/Unemployment

Career Source

186 Alewife Brook Parkway, Suite 310
Fresh Pond Mall
Cambridge, MA 02138
Phone: 617-661-7867 ext. 0
Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.; open Wednesday until 7:30 p.m.

Career Source provides a medley of services to help you prepare for and find employment.

Employment Spot

Web: www.employmentspot.com/employment-articles/part-time-jobs-for-seniors/

Online resource to link retired seniors with further employment.

Massachusetts JobQuest

Helpline: 617-626-6571 or 888-578-6599

Help Line business hours are 9:00 AM to 4:30 PM EST, Monday through Friday.

Web: www.web.detma.org/JobQuest/Default.aspx

Find jobs in Massachusetts with this free online service.

Operation ABLE of Greater Boston, Inc.

131 Tremont St, Suite 301

Boston, MA 02111

617-542-4180

Web: www.operationable.net

Provides employment and training opportunities to mature workers 45 and older, including a paid training program for qualified low-income individuals age 55 and older.

Professional Development Collaborative

<http://pdcboston.org/>

The Professional Development Collaborative (PDC) provides low cost training to help individuals succeed in today's workplace. The courses are taught by industry experts and designed to help individuals develop the technical and soft skills needed to compete.

The Career Place

100 Trade Center, Suite G100, Woburn, MA, 01801

781-932-5500 Toll-free: 888-273-WORK

Web: <http://careerplacejobs.com/index.asp>

The Career Place provides comprehensive employment and career services that are easy to access, customer-driven, and linked to the latest technology.

Food Assistance

Senior Dining at Lexington Senior Center

39 Marrett Road

Lexington, MA 02421

781-698-4840

Minuteman Senior Services manages the senior dining program, where people can gather and socialize over a nutritious meal. Sign up is required one day in advance and a small donation is requested to help cover the cost.

Farmer's Market Coupon Program

Web: www.mass.gov/eea/agencies/agr/markets/farmers-markets/farmers-market-coupon-program.html

The Massachusetts Farmers' Market Nutrition Program provides elders, and women and children in the Federal Supplemental Food Program for Women, Infants, and Children (WIC) with coupons for fresh fruits and vegetables redeemable at Farmers' Markets. For more information on this program, please speak to a member of the Human Services staff at 781-861-0194.

Grocery Delivery

Peapod by Stop & Shop

800-573-2763

Web: www.peapod.com

The online cost for shopping and delivering an order is \$9.95 (\$60 minimum order) \$6.95 for orders over \$100

Roche Brothers

Crossroads Plaza, 34 Cambridge St.

Burlington, MA 01803

(781) 694-5280

Email: helpdesk@rochebros.com

Web: www.rochebros.com

The online cost for shopping and delivering an order is \$9.95 for all deliveries. They accept Visa, MasterCard, American Express, and Discover cards.

Lexington Interfaith Food Pantry

Mailing Address: P.O. Box 635

Lexington, MA 02420

781-861-5060

Pantry location: Church of Our Redeemer

6 Meriam Street, Lexington 02420

Open Saturdays: 9:30-11:00am

Lexington Food Pantry volunteers distribute non-perishable food to residents in need of food assistance.

Meals on Wheels

Minuteman Senior Services

26 Crosby Drive

Bedford, MA 01730

781-272-7177

Toll-free: 888-222-6171

Web: www.minutemansenior.org

The Meals on Wheels program delivers lunch to homebound seniors who are unable to provide their own meals and who meet certain guidelines. Special dietary considerations are available for those with chronic health conditions such as diabetes and heart disease.

Project Bread

145 Border Street

East Boston, MA 02128

617-723-5000

Email: info@projectbread.org

Web: www.projectbread.org

FoodSource Hotline: [1-800-645-8333](tel:1-800-645-8333); [TTY 1-800-377-1292](tel:1-800-377-1292)

Hotline Hours: Monday – Friday: 8 AM - 7 PM; Saturday: 10 AM - 2 PM

Project Bread's FoodSource Hotline is the only comprehensive statewide information and referral service in Massachusetts for people facing hunger. They will screen callers for SNAP eligibility and help with the application process.

Supplemental Nutrition Assistance Program (SNAP)

SNAP Hotline: 866-950-3663

Web: www.mass.gov/dta

SNAP helps low income individuals and families buy healthy, nutritious food. A SNAP household's monthly benefit depends on household size, income, and expenses. Seniors can apply for SNAP benefits using a shorter form. Call the SNAP Hotline for more details. A member of Human Services staff can help you apply for this program. The number is 781-861-0194.

Fuel Assistance

Citizens Energy Heat Assistance

Joe-4-Oil & Distrigas Heat Assistance

88 Black Falcon Avenue

Boston, MA 02210

Oil Heat Program: 1-877-JOE-4-OIL (1-877-563-4645)

Distrigas application: 1-866-GAS-9918

Web: www.citizensenergy.com

This program helps low-income families and individuals pay their heating bills during the winter.

Community Teamwork, Inc. (CTI)

45 Kirk Street

Lowell, MA 01852

978-459-6161

Web: www.comteam.org

LIHEAP, also known as Fuel Assistance, helps eligible households challenged by the high cost of home heating fuel pay a portion of their winter heating bills. Homeowners and renters, including households whose cost of heat is included in the rent, can apply for LIHEAP. Eligibility is based on household size and the gross annual income of every household member, 18 years of age and older. Household income cannot exceed 60% of estimated State Median Income.

First-time applicants can schedule an appointment at the CTI Lowell office or at the Lexington Senior Center.

Utility Shutoff Protection & Payment Plans

General Information: 877-886-5066

Applications: Call your utility company

Web: www.massresources.org

Massachusetts laws prevent utility companies from shutting off service to people in special situations. Requests to set up a payment plan with the utility company can also be made. By law, gas and electric companies must give their customers at least four months to pay off their overdue balances. The Human Services staff can help at 781-861-0194.

Weatherization Services

Weatherization techniques help make homes easier to heat, which saves money on fuel costs.

Weatherization Assistance Program (WAP)

HEATLINE at 1-800-632-8175

Web: www.massresources.org

Massachusetts homeowners and renters who are eligible for LIHEAP fuel assistance, SSI, or TAFDC can have their homes weatherized for free through the Weatherization Assistance Program (WAP).

Community Action Program Intercity, Inc. (CAPIC)

100 Everett Street, Unit 14

Chelsea, MA 02150

(617) 884-6130

Web: www.capicinc.org/Eng/E_Weatherization.html

The CAPIC Weatherization Program provides energy conservation measures to make the home more energy efficient year round.

Menotomy Weatherization Assistance Program

20 Academy St., Suite 202

Arlington, MA 02476

781-316-3430

Web: www.town.arlington.ma.us

The Menotomy Weatherization Assistance Program is designed to assist low-income households to reduce their heating bills by providing home energy efficiency services.

Gay & Lesbian Supports

LGBT Aging Project

Web: www.lgbtagingproject.org

The LGBT Aging Project is a Boston-based non-profit organization dedicated to ensuring that lesbian, gay, bisexual, and transgender older adults have equal access to life-prolonging benefits, protection, and services.

Stonewall Seniors

Web: <http://stonewallseniors.com>

Stonewall Seniors is an LGBT Community that provides information on advocacy, learning, social/cultural opportunities, and healthy living.

Sage

Web: www.sageusa.org

Sage provides services and advocacy for LGBT elders.

Hairdresser Home Services

Hair Cuts at Your Place

978-761-7114

Email: Haircutsatyourplace@gmail.com

Web: www.haircutsatyourplace.com

Hair Cuts at Your Place provides traveling salon services in the Lexington area. Services include women's and men's cuts, color/highlights, perms, wash/roller setting, and waxing.

Health at Home (Private Home Health Agencies)

ABC Home Healthcare

233 Albion Street

Wakefield, MA 01880

Main Office: 781-245-1880

Cape Ann Office: 978-281-1001

Email: info@abchhp.com

ABC provides Certified Home Health Aides, Homemakers, Companions, Live-in Caregivers, Private Duty Nursing, Respite and Hospice Services, Hospital Sitters, Certified Geriatric Case Management and Medication Management. Services are available from 1 to 24 hours, 365 days a year and include nurse supervision.

CareGroup Home Care

One Arsenal Marketplace

Watertown, MA 02472

Phone: 617-673-1700

Email: infocghc@mah.harvard.edu

Web: www.mountauburnhospital.org/body.cfm?id=48

CareGroup Home Care provides the full continuum of care and services.

Comfort Keepers

10 Mt. Vernon St, #210

Winchester, MA, 01890

781-721-5522

Web: www.comfortkeepers.com

Services include companionship, meal preparation, light housekeeping, medication reminders, shopping, errands, and incidental transportation.

Emerson Homecare

133 Old Road to Nine Acre Corner

Concord, MA, 01742

978-287-8300

Web: www.emersonhospital.org/support/homecare

Services include visiting nurses, physical, occupational and speech therapists, social workers and home health aides.

Home Instead Senior Care

5 Militia Drive

Lexington, MA 02421

Phone: 781-402-0060

Web: www.homeinstead.com

Services include companionship, personal care, help with groceries and errands, a helping hand with household chores, and a simple reminder to take medications.

Metropolitan Home Health Services, Inc.

297 Broadway, Suite 222

Arlington, MA 02472

781-643-9115

Web: www.metrohh.com

Services include companionship, meal preparation, light housekeeping, home health aides, overnight care/24 hour care, nursing, medication reminders, short-term/long-term care.

Minuteman Senior Services

26 Crosby Drive

Bedford, MA 01730

781-272-7177

Web: www.minutemansenior.org

Administers the state home care program providing homecare services at a discounted rate for eligible seniors. Services include meal preparation, grocery shopping, light housekeeping, laundry, bathing assistance, companion, and respite care.

Minutewomen, Inc.

238 Bedford St.

Lexington, MA 02420

781-862-3300

Web: www.minutewomen.net

Provides non-medical homecare services including: bathing assistance, light housekeeping, companionship, shopping and errands, transportation and assistance with paperwork.

Privatus

617-275-4050

Web: <http://privatuscare.com/>

Services include private nursing, personal care, and care management.

Right At Home

60 Great Rd.

Bedford, MA 01730

781-275-1400

Web: www.rightathome.net/boston-northwest/

Services include companionship, bathing assistance, meal preparation, light housekeeping, medication reminders, shopping, errands, and incidental transportation.

Visiting Nurses Associations (VNAs)

All Care VNA

781-598-2454; Toll-free: 800-287-2454

Referral Line: 781-598-7066

Web: www.allcare.org

All Care specializes in providing a full continuum of in-home services through its VNA, Hospice, and Private Care Services; all of which supports independence, safety, and caring.

Compassionate Care Hospice (Hospice only)

Middlesex County

800 West Cummings Park, Suite 3100

Woburn, MA 01801

781-935-5550; Toll-free: 866-209-4371

Web: <http://cchnet.net>

Compassionate Care Hospice is a community-based organization that provides end of life care to patients, their families, and close friends.

Parmenter Community Health Care

266 Cochituate Road

Wayland, MA 01778

508-358-3000

Web: <http://parmenter.org>

Parmenter is an independent, non-profit health care agency providing visiting nurse services, rehabilitation care, palliative care, Hospice care, and community services.

Visiting Nurse and Community Health

37 Broadway, Suite

Arlington, MA 02474-5552

781-643-6090

Web: www.thevisitingnurses.com

VNCH provides a wide range of skilled care that allows clients to stay in the comfort of their home. VNCH services include, but are not limited to, medication management, infusion therapy, dressing and catheter changes, rehabilitation, mental health, and end-of-life care.

VNA Care Network

800-521-5539

Web: www.vnacarenetwork.org

VNA Care Network & Hospice helps residents cope with illness and injury while remaining at home.

VNA Hospice Care (Hospice only)

100 Trade Center, G-500

Woburn MA 01801

781-569-2888

Web: www.vnahospicecare.org

VNA Hospice Care is a non-profit agency that provides comprehensive care and support to patients and families facing the challenges of life-limiting illness and loss regardless of acuity or cost.

VNA of Middlesex East and Visiting Nurse Hospice

607 North Avenue, Suite 17

Wakefield, MA 01880

781-224-3399; Toll-free: 800-607-4299

Web: www.vnaofme.org

VNA of Middlesex-East offers a comprehensive range of home health and hospice care services, as well as specialty programs, palliative care, and bereavement care.

Health Insurance

Medicare

800-MEDICARE

800-633-4227

Web: www.medicare.gov

Medicare is a federally funded health insurance program for those ages 65 and older.

Medicaid/MassHealth

800-841-2900

Web: www.mass.gov/masshealth

Medicaid is a jointly funded, Federal-State health insurance program for low-income individuals.

SHINE

SHINE (Serving the Health Insurance Needs of Everyone) with Medicare provides personalized help in making health insurance decisions and information on programs for people with limited income and resources.

Lexington Senior Center

39 Marrett Road, Lexington, MA, 02421

781-698-4840

For an appointment to see a counselor at the Community Center, call 781-698-4840.

Minuteman Senior Services

26 Crosby Drive

Bedford, MA 01730

781-272-7177

Minuteman Senior Services is a regional SHINE office.

Hearing & Vision Supports

Hearing & Speech Impairments

D.E.A.F. Inc

60 General Longstreet Line

Newnan, GA, 30265

Web: www.deafinc.net

The Deaf Equal Access Foundation is a non-profit organization designed to give back to the Deaf community. Donations made to this organization will be used to provide sign language interpreting services at no charge for the deaf community in a variety of settings such as funerals, family reunions, banquets, etc.

Mass Commission for the Deaf & Hard of Hearing

Web: www.mass.gov/eohhs/gov/departments/mcdhh/

The Mission of MCDHH is to provide accessible communication, education, and advocacy to consumers and private and public entities so that programs, services and opportunities throughout Massachusetts are fully accessible to persons who are Deaf and hard of hearing.

Visual Impairments

Boston Center for Independent Living (BCIL)

www.bostoncil.org

BCIL is a non-profit organization that has provided services to people with disabilities since the organization's founding in 1974, when it became the second independent living center in the country.

MAB Community Services

200 Ivy Street

Brookline, MA 02446

617-738-5110

617-738-1247

MAB Community Services has been creating opportunities for people with disabilities since 1903. Founded as the Massachusetts Association for the Blind, MAB is the oldest social service agency in the country providing services to individuals who are blind or visually impaired.

Massachusetts Commission for the Blind (MCB)

600 Washington St (3rd Floor)

Boston, MA 02111

Phone: 617-727-5550

MCB provides quality rehabilitation and social services to blind individuals, leading to independence and full community participation.

Natural Eye Care

Web: www.naturaleyecare.com/articles/eye-care-for-seniors.asp

Web site that provides information on eye care including common problems, nutritional tips, and lifestyle factors for protecting your eyes.

Perkins School for the Blind

175 North Beacon Street
Watertown, MA, 02472
617-924-3434
Email: Info@Perkins.org
Web: www.perkins.org/

Perkins School for the Blind provides education and services that build productive, meaningful lives for children and adults who are blind, deaf-blind, or visually impaired with or without other disabilities.

Home Maintenance & Supports

Donating Household Goods

Household Goods

530 Main St
Acton, Ma 01720
978-635-1710 ext. 4
Email: pickup@householdgoods.org
Web: www.hgrm.org/

Household Goods Inc., is an independent 501(c)(3) not-for-profit organization based in Acton, MA, that provides household goods -- free of charge -- to people in need. They accept donations of gently used household items that will help people make a home.

The Salvation Army Family Stores

800-728-7825
Web: <http://satruck.org>

You can donate most household items, such as appliances, cars, furniture, household goods, and clothing. You can take them to a drop-off location or they can come pick up the items at your home.

Light Housework

Maidpro

455 Massachusetts Ave
Arlington, MA 02474
781-643-1063
Web: www.maidpro.com/arlington

Maidpro offers a full range of house cleaning services.

Sterling Residential Cleaning

877-598-6620

Email: info@sterlingresidentialcleaning.net

Web: www.sterlingresidentialcleaning.net

Sterling provides a full range of residential cleaning services, including Green Cleaning.

Odd Jobs

Help Around Town

P.O. Box 546

Lexington, MA 02420

781-325-8696

founder@helparoundtown.com

Web: www.helparoundtown.com

A online community marketplace where Lexington residents can seek resources for odd jobs, such as gardening, caring for kids or pets, technology support, running errands; or to seek part-time work or volunteering opportunities. Note: This service is available only online.

Mr. Handyman of Central Middlesex

18-A Westford St.

PO Box 78

Carlisle, MA 01741

978-369-1366

Web: www.mrhandyman.com/local-handyman-service/ma/central-middlesex.aspx

Bonded handymen specializing in all major and minor repairs, maintenance, and odd jobs. Full Year Satisfaction Guarantee.

Snow Removal

J.P. Carroll's Auto Parts

700 Waltham St

Lexington, MA 02421

(339) 970-5007

Provides snow removal services to residents of Lexington.

Mike Leary Contracting, Inc.

251 Worthen Road East

Lexington, MA 02421

781-862-1108

Web: mikelearycontracting.com/snowplowing.html

Company has provided snow plowing services to residential customers in Lexington for over 35 years.

WikWorks Inc.

781-9562778

Web: wikworks.com/services/snow.html

Email: rwikman@wikworks.com

Provides driveway snow blowing services.

Telephones (Cell Phones)

Lifeline

888-225-5322

Web: www.lifeline.gov

Affordable Telephone services for income-eligible consumers.

SAFELINK WIRELESS

Executive Resolution Department

9700 N.W. 112th Avenue

Miami, FL 33178

800-Safelink (800-723-3546)

Web: www.safelinkwireless.com

SAFELINK WIRELESS service is a program for Income eligible households provided by TracFone Wireless, Inc. In order to participate in this program, you must meet certain eligibility requirements set by each State where the service is to be provided. These requirements are based on a person's participation in a state or Federal support program or by meeting the Income Poverty Guidelines as defined by the U.S. Government. Service is limited to one person per household.

Waste Removal (Cars, Furniture, Computers, etc.)

J.P. Carroll's Auto Parts

700 Waltham St

Lexington, MA 02421

(339) 970-5007

Provides junk car pickup services.

1-800-GOT-JUNK?

Walnut Hill Park, #15

Woburn, MA 01801

24/7 Customer Service: 800-468-5865

Web: www.1800gotjunk.com/us_en/locations/junk-removal-boston-north-shore

Company picks up (recycles, donates, and/or disposes of) anything, including old mattresses, furniture, computers, printers, and appliances.

Home Modifications

HouseWorks

One Gateway Center, Suite 902

Newton, MA, 02458

800-928-3393

Web: www.house-works.com

Supplies and installs adaptive equipment including grab bars, hand-held showers, and transfer aids.

Immigrant & Refugee

Immigrant Learning Center

442 Main Street
Malden, MA 02148-5117
(781) 322-9777 TTY: (800) 439-2370
Web: www.ilctr.org/
Email: info@ilctr.org

Office for Refugees and Immigrants (ORI)

600 Washington Street, 4th Floor
Boston, Massachusetts 02111
Tel: (617) 727-7888 TTY: (617) 727-8147
Web: www.mass.gov/eohhs/gov/departments/ori/
Email: ori.webmaster@state.ma.us

Massachusetts Immigrant and Refugee Advocacy Coalition

105 Chauncy Street, Suite 901
Boston, MA 02111
617.350.5480
Web: miracoalition.org/

Legal & Financial

Financial & Tax Assistance

Department of Transitional Assistance (DTA)

Central Office:

600 Washington Street
Boston, MA 02111
1-877-382-2363
Web: www.mass.gov/eohhs/gov/departments/dta/

Local Office:

245 Commercial Street
Malden, Ma 02148
781-388-7300

The DTA offers several programs to assist those in need. The Emergency Aid to the Elderly, Disabled, and Children (EAEDC) is a state funded program that provides cash assistance to those in need to stabilize their lives. The DTA also offers a variety of programs to support clients to acquire and maintain employment as well as providing food assistance.

Town of Lexington

Assessor's Office
1625 Massachusetts Ave
Lexington, MA, 02420
781-698-4570

The town provides several programs for eligible seniors to receive tax deferrals or tax exemptions. Call the Assessor's office for details. In addition, the Human Services department offers seniors the opportunity to work for town departments in exchange for property tax abatements via the Senior Services Program. Call a member of the Human Services staff for more details at 781-861-0194.

Massachusetts State Supplement Program (SSP)

Executive Office of Health and Human Services (EOHHS)

Web: www.mass.gov/eohhs/consumer/basic-needs/financial/ssp.html

Individuals who wish to receive State Supplement Program (SSP) payments must first apply for federal Supplemental Security Income (SSI) payments through the Social Security Administration (SSA). To find out more about applying for SSI or to inquire about SSI eligibility, contact SSA at 1-800-772-1213 (or TTY 1-800-325-0778 for the deaf and hard of hearing) or visit www.ssa.gov/ssi.

Legal Services

National Lawyers Guild – Massachusetts Chapter

14 Beacon Street; Suite 407

Boston, MA 02108

617-227-7335

Web: www.nlgmass.org/

Attorneys provide a free initial phone consultation.

Massachusetts Senior Legal Helpline

Executive Office of Elder Affairs

866-778-0939

Web: www.mass.gov/elders/senior-legal-helpline.html

The Helpline provides FREE legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law, including Social Security/SSI, veterans benefits, powers of attorney, evictions, rights of nursing home residents, and guardianship.

Greater Boston Legal Services

197 Friend St.

Boston, MA 02114

617-371-1234; Toll-free: 800-323-3205

Web: www.gbls.org

The Elder, Health and Disability Unit represents elders, people with disabilities and families to ensure that they have the income, health care and services that they need to live independently in the community. Their work promotes affordable housing for seniors, access to quality health care, Social Security or SSI income.

Libraries/Book Delivery

Door to Door Delivery

Cary Memorial Library

1874 Massachusetts Avenue
Lexington, MA 02420
781-862-6288 x250

The Cary Library provides a service called Door to Door, which delivers books to those who have temporary or permanent limitations that keep them at home. Call the library or go online and fill out a registration form to become a participant.

Libraries

Cary Memorial Library

1874 Massachusetts Avenue
Lexington, MA 02420
781-862-6288

Web: www.caryllibrary.org

Minuteman Library Network

Web: www.mln.lib.ma.us

The Minuteman Library Network (MLN) is a consortium of 43 libraries with 62 locations and a Central Site staff that work collectively to provide excellent service to its library users. The members include [36 public and 7 college libraries](#) in the Metro West region.

Perkins Library

175 North Beacon Street
Watertown, MA 02472
617-924-3434

Web: www.perkins.org/library

Perkins Library provides a world of resources - from braille and audio books to accessible magazines and museum passes. Readers with visual impairment, blindness, or physical disability are able to read independently in a format most comfortable to them.

Talking Books

888-657-7323

Web: www.nlstalkingbooks.org/talkingbooksform

Talking Books is a free library service available to U.S. residents whose low vision, blindness, or physical handicap makes it difficult to read a standard printed page. Local cooperating libraries throughout the United States mail NLS audiobooks, magazines, and audio equipment directly to enrollees at no cost. Braille books and magazines are also available at no cost. Call a Senior Services staff member to try this machine in the office.

Medical Conditions Supports

Alzheimer's Information

Alzheimer's Association, Massachusetts Chapter

480 Pleasant Street
Watertown, MA 02472
617-868-6718
Web: www.alzmass.org

Agency provides information, education and support including a helpline for answers to questions related to Alzheimer's Disease, information and referral services, classes for caregivers, and advocacy.

McLean Memory Diagnostic Clinic

115 Mill Street
Belmont, MA 02478
617-855-2300

Web: www.mcleanhospital.org

Offers an outpatient Memory Diagnostic Clinic for the diagnosis and treatment of memory disorders.

MedicAlert and Alzheimer's Association Safe Return

2323 Colorado Avenue, Turlock, CA 95382
888-572-8566
Web: www.alz.org/safetycenter

A 24-hour nationwide emergency response service for individuals with Alzheimer's or a related dementia who wander or have a medical emergency.

Minuteman Senior Services

26 Crosby Drive
Bedford, MA 01730
781-272-7177
Web: www.minutemansenior.org

In-home memory and dementia consultation and caregiver support.

Cancer

American Cancer Society

43 Nagog Park; Ste 110
Acton, Massachusetts 017203426
781-894-6633
Cancer Information Specialists: 1-800-227-2345

Diabetes Information

American Diabetes Association

800-342-2383
Web: www.diabetes.org

Hallmark Health Lifeline

239 Commercial St.

Malden, MA 02148

877-896-6600

Web: www.hallmarkhealth.org

Hallmark Health and world-renowned Joslin Diabetes Center team up to offer our patients the latest advances in treating and managing diabetes locally. Services include diabetes screenings, medication management, prevention and treatment, and nutritional counseling.

Podiatry Services***Dr. David Kaplan***

66 Sherman St

Cambridge, MA 02140

781-694-7380

Podiatry appointments with Dr. Kaplan *at the Lexington Senior Center* for nail trimming and filing can be made by calling 781-861-0194.

Dr. Glen Ruhl

479 Main Street

Woburn, MA 01801

781-935-3828

Medical Supplies & Hospital Equipment

A & A Medical Supply

20 Main St., Acton, MA, 01720

978-635-0002

Web: www.aamedicalsupply.com

Provides full range of medical supplies, including mobility aids and home adaptive equipment. Offers a 10% discount to seniors 65 and older.

Belmont Medical Supplies

185 Belmont Street, Belmont, MA, 02478

617-484-3888

Web: www.belmontmedical.com

Provides full range of medical supplies, including mobility aids and home adaptive equipment.

Careway Wellness Center

508 Main Street, Woburn, MA, 01801

781-933-2345

Web: www.carewaywellness.com

Lexington Lions Club

781-862-4710

Email: lexlionsclub@hotmail.com

Loans medical equipment and accepts donations. They do not provide commodes for health reasons. Indicate in email what type of medical equipment you need.

Masonic Lodge of Malden

142 Pleasant Street
Malden, MA, 02148
781-322-1052

Free equipment loan program for all durable medical equipment including mobility aids and home adaptive equipment. You do not need to be a freemason in order to access this program. Program is staffed on Saturday mornings only.

Natale Company & Safety Care

5 West Dexter Avenue
Woburn, MA 01801
781-933-7205

Web: www.safety-care.com

Supplies and installs adaptive equipment including grab bars, hand-held showers, transfer aids, and stair lifts.

Mental Health & Suicide Supports

Advocates Inc.

One Clarks Hill, Suite 305, Framingham, MA, 01702
508-628-6300

Web: www.advocatesinc.org

Provides outpatient mental health and substance abuse services, psychiatric emergency services; intensive home-based intervention for individuals and families, housing and benefits advocacy services.

Department of Mental Health (DMH)

Local Service Site:

20 Academy Street, Suite 304
Arlington, MA 02476
781-641-8100

Web: www.mass.gov/eohhs/gov/departments/dmh

DMH, as the State Mental Health Authority, provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities.

Edinburg Center

1040 Waltham Street
Lexington, MA 02421
781-862-3600

Web: www.edinburgcenter.org

The Edinburg Center provides an array of services that promote personal growth and independence, foster hope, and enhance the quality of life of people with mental health conditions, co-occurring substance use conditions, and/or developmental disabilities.

Eliot Community Human Services

186 Bedford Street
Lexington, MA 02420
781-861-0890

Email: Contact@eliotchs.org

Web: www.eliotchs.org

Eliot Community Human Services is a private, non-profit human services agency providing a full range of supports and treatment options to the most vulnerable and at risk populations of all ages throughout Massachusetts.

McLean Hospital

115 Mill Street
Belmont, MA 02478
617-855-2000
800-333-0338

Web: www.mclean.hospital.org

Provides comprehensive diagnosis, treatment and follow-up care for individuals who are experiencing emotional, cognitive or behavioral symptoms.

Personal Emergency Response Systems (PERS)

Personal emergency response systems are devices that connect to a 24-hour call center. Individuals wear a small device, either on a neck pendant or wristband, and when pressed it sends a signal to a receiver that is connected to the home telephone line. When the button is activated, a staff member at the call center is able to speak to the senior and evaluate whether to call an ambulance or a designated friend or family member. You can go to Today's Care Giver web site to review general FAQs and answers about PERS at: <http://www.consumersadvocate.org>

Bay Alarm Medical

1-877-895-3552

Web: www.bayalarmmedical.com

Bay Alarm Medical provides safety and medical alert services to seniors.

Life Alert

800-813-6440

Web: www.lifealerthelp.com/

Life Alert is a Personal Emergency Response and Home Medical Alert System company that saves lives from catastrophic outcomes, using technology to provide home audio monitoring protection.

Mount Auburn Hospital Lifeline Program

330 Mount Auburn Street
Cambridge, MA 02138
617-499-5525

Web: www.mountauburnhospital.org

Philips Lifeline

[800-380-3111](tel:800-380-3111)

Philips Lifeline provides medical alert systems with GPS location services and fall-detection technologies.

Winchester Hospital Lifeline Program

12 Alfred St., Suite 307

Woburn, MA 01801

781-756-4752

Web: www.winchesterhospital.org

Lifeline via Mount Auburn Hospital and Winchester hospital provides an easy-to-use personal response service that ensures older adults living at home receive rapid assistance whenever it is needed, 24 hours a day, 365 days a year.

Pharmacies and Prescriptions

MassMedLine

25 Foster Street, Worcester, MA, 01608

866-633-1617

Web: www.massmedline.com

MassMedLine is a free service for those who are seeking information about medications or finding programs to help with the cost of medications.

Shaw's Osco

1070 Lexington Street

Waltham, MA, 02452

781-899-3332, 781-472-3542 (Pharmacy)

Full service pharmacy offering home delivery service in Lexington.

Theatre Pharmacy

1784 Massachusetts Avenue

Lexington, MA 02420

781-862-4480

Web: www.theatrepharmacy.com

Full service pharmacy offering home delivery.

Winchester Pharmacy

568 Main Street

Winchester, MA 01890

781-570-2320

Web: www.winchesterrx.com

Free delivery service for prescriptions and over the counter medicines. Also provides free blister packs to sort daily medications.

Veteran's Administration

877-222-8387, 781-316- 3166

Web: www.va.gov/healtheligibility

Medications by mail for those enrolled in Uniform Benefits Package. Co-payment required for some veterans.

Senior Housing & Services

Adult Day Care Services

Cooperative Elder Services

Lexington Administrative Offices
9 Meriam Street, Suite 28 - Lexington, MA 02420
Main Number: 781-863-1166
Web: www.elderdayservices.com/index.html

Provides Adult Day Health and Alzheimer Day Care Services to elders and disabled adults. Locations in Arlington, Concord, and Burlington.

Assisted Living

Caregiver Homes Senior Links

500 Boylston St; Ste 640
Boston, MA 02116
617-456-3700
866-797-2333 (Care Advisor Hotline)
Web: www.caregiverhomes.com/

Caregiver Homes provides full-time in-home care and support for elders and individuals with disabilities that offers families a quality alternative to care that depends on facilities or home health aides.

MA Assisted Living Facilities

Association (MASS-ALFA)
135 Beaver Street
Waltham, MA 02451
781-622-5999
Web: www.massalfa.org

A non-profit association providing information, advocacy and support related to assisted living facilities and a searchable list of residences.

Minuteman Senior Services

26 Crosby Drive
Bedford, MA 01730
781-272-7177
Toll-Free: 888-222-6171
TTY: 781-275-1285
Web: www.minutemansenior.org

Minuteman Senior Services can provide a list of assisted living facilities located in the region.

Youville Place

10 Pelham Road
Lexington, MA 02421
781-861-3535
Web: www.youvilleplace.org

Assisted living offerings include private studio and one bedroom apartments for long-term living or short-term respite stays.

Continuing Care and Retirement Communities***Brookhaven at Lexington***

1010 Waltham Street
Lexington, MA 02421
800-283-1114
Web: www.brookhavenatlexington.org

A not-for-profit continuing care retirement community offering private residences and onsite health care.

Housing***Homeowner Options for MA Elders (H.O.M.E)***

150 Grossman Dr.
Braintree, MA 02184
800-583-5337
Web: www.elderhomeowners.org

Provides in-home counseling to seniors about ways to use home equity through refinancing, reverse mortgages and tax deferrals to remain in their homes.

Lexington Housing Assistance Board (LexHAB)

1620 Massachusetts Avenue #4
Lexington, MA 02421
781-863-5362
Web: www.lexingtonhousingpartnership.org

Owns and rents single family houses, duplexes and condominium units to low and moderate income individuals or families.

Lexington Housing Authority

One Countryside Village
Lexington, MA 02420
781-861-0900
Web: www.lexingtonhousingauthority.org

Manages the state and federally subsidized housing complexes in Lexington.

Metropolitan Boston Housing Partnership

125 Lincoln Street, 5th Floor

Boston, MA 02111

617-859-0400

Web: www.mbhp.org

Agency helps individuals and families to find and retain affordable housing.

Nursing Facilities

Lexington Health Care Center

178 Lowell Street

Lexington, MA 02420

781-862-7400

Web: www.healthbridgemanagement.com

Skilled health care facility offering short-term rehabilitation, long-term care and a memory care program for residents with memory loss.

Pine Knoll Nursing Center

30 Watertown Street

Lexington, MA 02421

781-862-8151

Web: www.pineknollnursingcenter.com/About-Pine-Knoll-Nursing-Center-Rehab

Skilled health care facility offering short-term rehabilitation, long-term care and a memory care program for residents with memory loss.

Senior Moves (Downsizing Services)

National Association of Senior Move Managers (NASMM)

Web: www.nasmm.org

Senior Move Management is the profession that assists older adults and their families with the emotional and physical aspects of relocation and/or aging in place. NASMM is the leading membership organization for Senior Move Managers in the United States. You can use this web site to find Senior Move Managers in this area.

Transportation

Ambulance Services

Fares: Must call for fees

- **Armstrong Ambulance Service:** 781-648-0612
- **Lifeline Ambulance:** 781-935-2220
- **Eastern Ambulance Service:** 781-932-6380

American Cancer Society

Road to Recovery Program

800-227-2345

The Road to Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves. Please contact the American Cancer Society for details.

Auto Repair and Auto Body Services

Mal's Service Center

7 Massachusetts Avenue

Lexington, MA 02420

781-862-7800

Email: malstow1@yahoo.com

Web: www.malsauto.com

Mal's offers one-stop car care, including a tire shop, full-service body shop, and towing services.

Minuteman Technical Institute

758 Marrett Road

Lexington, MA 02421

781-861-7151

Minuteman Technical Institute students will perform auto repairs at a discounted rate. Call for details.

Waltham High School

617 Lexington Street

Waltham, MA 02452

781-314-5589

Waltham students will perform auto repairs for the cost of parts only (no labor charges). Call for details.

Chair Car Services

Eastern Ambulance Service

12 Walnut Hill Park

Woburn, MA 01801

Dispatch: 781-246-5223; 888-211-2155

Administration: 781-569-6003

Eastern Ambulance Service's Wheelchair Vans provide transportation services for our patients who are wheelchair bound or have a reduced level of mobility. Eastern also provides carry up and down service to safely bring our patients up and down stairs in order to transport them. They send two attendants and a special "Stair Chair" to safely carry the patient down stairs.

Churches

Check with your place of worship to find out if rides may be available through other church members.

Disabled Veterans of America

781-687-2999 (Bedford VA Disabled Veterans Office)

781-953-3160 (Lexington Veterans Service Officer)

Volunteer drivers offer rides to disabled veterans who have medical appointments scheduled at military facilities or Veteran Administration hospitals.

Friendly Independent Sympathetic Help (FISH)

1912 Massachusetts Avenue

Lexington, MA 02421

781-861-9300 (Call between the hours of 9:00 AM & 1:00 PM)

781-533-9481 (Call the president of FISH if you have questions or concerns)

Web: www.lexfish.org/

Fare: This is a FREE service

Free transportation to medical appointments, primarily in the Lexington area, are provided by volunteer drivers for seniors who do not have alternative transportation. FISH rides are limited to one round-trip ride per week and are based on volunteer availability. **Note:** Rides must be scheduled exactly two operating days in advance. FISH is closed weekends and holidays. During the months of June, July, and August, there is no transportation provided on Fridays.

Housing Villages Stop & Shop Bus

Fare: This is a free service; compliments of Stop & Shop

On Tuesday mornings, a C&W school bus transports residents from the three Lexington Housing Villages to Stop & Shop in Lexington. The service begins at 8:50 AM at Countryside Village followed by stops at Vynebrooke and Greeley. The bus leaves Stop & Shop at 10:30 AM to return to each of the villages.

LexConnect

39 Marrett Road

Lexington, MA 0242

781-698-4820 -- Email: transportation@lexingtonma.gov

Taxi Reservations: 781-693-7999

Lexington residents age 60 and older or residents with a disability can purchase discounted taxi vouchers to go anywhere within Lexington or to select area towns. Vouchers can only be used for a discounted taxi ride Monday thru Friday from 9:00 AM until 5:00 PM, and Saturday/Sunday from 8:00 AM until 8:00 PM. Rides must be scheduled the day before your trip. First-time applicants must register in person at either the Lexington Senior Center or the Transportation Service Office located in the Town Office building.

Lexpress

39 Marrett Road

Lexington, MA 02421

General Information: 781-698-4820; email: lexpress@lexingtonma.gov; web: www.lexpress.us

Senior Fare: \$.75 per ride; transfers within the Lexpress system are an additional \$.25. **Note:** Seniors and disabled ride free from 9:00 am to 2:00 pm.

Senior Passes: Annual (July -- June only): \$125; Six months: \$75; Three months: \$50; One month: \$20

Lexington's mini-bus service operates six routes, each route runs once per hour. All buses are wheelchair accessible and come equipped with bike racks. Service runs Mon through Fri 7:00 AM - 6:30 PM.

MassHealth Transportation Services

General Information: 800-841-2900 (Toll-free); 800-497-4648 (TTY)

Web: www.massresources.org/masshealth-transportation.html

MassHealth members who need non-emergency transportation to and from medical appointments may be eligible for free transportation services. Eligible members who use public transportation can get reimbursement for their transportation expenses. Eligible members who need dial-a-ride services can get van or taxi service free of charge. **Note:** All members are covered for emergency ambulance services.

MBTA

General: 1-800-392-6100 or www.mbta.com

Senior or TAP cards: 617-222-5438

Fare: \$.80 for those with a Senior ID card (65+) or TAP card (special needs)

As part of the regional bus system, Routes #62 and #76 serve Lexington and provide a link to Alewife Station/Red Line/Boston. First time cardholders must apply at the Senior/TAP Card Office at Downtown Crossing Station in Boston. Otherwise, the fare is \$1.60 with a regular pre-loaded Charlie Card or \$2.10 to pay cash on board.

MBTA "THE RIDE"

General Information: Toll-free: 800-533-6282; 617-222-5123

Reservations: 887-765-7433; **Eligibility Center:** 617-337-2727

Web: www.mbta.com

Fare: \$3.00 each way for ADA Territory trips. \$5.00 each way for Premium Territory trips. No tipping.

THE RIDE provides door-to-door para-transit service to eligible customers who cannot use public transit due to a physical, mental, or cognitive disability. THE RIDE operates from 5:00 am to 1:00 am 365 days a year. Rides are scheduled in advance.

Neighbor Brigade

P.O. Box 248

Lexington, MA 02420

781-325-8580

Web: www.neighborbrigade.org/

Neighbor Brigade helps locals dealing with a temporary crisis, i.e., a critical illness or sudden family tragedy with no specific timeline on services. Among the services available is transportation to hospitals or medical centers for ongoing treatments. Call for more information.

Our Pleasure 2 Help

781-862-4300

Web: <http://ourpleasure2help.com/>

Fare: Fee per ride

Our Pleasure 2 Help provides transportation to medical appointments and procedures, airport transportation, and other services for a fee.

Taxi Services

There are multiple taxi companies in the area, including:

- **Arlington Airport Taxi Cab:** 781-641-1700
- **Lexington MA Airport Taxi Cab Service:** 781-999-3772
- **Veterans Taxi:** 617-527-0300
- **Yellow Cab:** 781-648-1400

Veterans' Services

Lexington/Bedford Veterans' Services District

Gina M. Rada, District Director
1475 Massachusetts Avenue
Lexington, MA 02420
781-860-7091
Email: grada@lexingtonma.gov

The Veterans' Services Department on site to provide assistance and/or guidance on connecting with various benefit opportunities for veterans and their families.

VA Medical Center

Edith Nourse Rogers Memorial Veterans Hospital
200 Springs Rd, Bedford, MA, 01730
781-687-2000 | 800-838-6331
Web: www.bedford.va.gov/

U.S. Department of Veterans Affairs

Boston Regional Benefit Office
JFK Federal Building 15 New Sudbury Street
Boston, MA 02203
1-800-827-1000
Web: www.va.gov

MASS Vets Advisor

www.MassVetsAdvisor.org

MassVetsAdvisor is an easy to use online guide to anyone searching for benefits and programs for Veterans and their family members. The data is comprehensive and currently provides search results from Massachusetts and Federal resources, listing only the benefits and services the Veteran is qualified for, and, where available, an "action plan" to apply for the benefit.

Massachusetts Department of Veterans Services

Department of Veterans' Services
600 Washington St., 7th Floor
Boston, MA 02111
617-210-5480
fax: 617-210-5755
Web: www.mass.gov/veterans
Email: MDVS@vet.state.ma.us

Statewide Advocacy for Veterans Empowerment (SAVE)

617-210-5743

Toll-free: 1-888-844-2838

Web: save@massmail.state.ma.us

The program's primary mission is prevention of suicide and mental health distress. SAVE acts as a liaison between veterans and their families and the various agencies within the federal and state governments. The SAVE team works closely, and in collaboration, with the [Massachusetts National Guard](#). Resources offered by the Massachusetts National Guard and their Family Readiness Program are available to all service members and their families, regardless of the branch in which they serve.

Veterans Crisis Line

1-800-273-8225 Press 1

<http://www.veteranscrisisline.net/>

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential Toll-free hotline, online chat, or text.

Volunteer Opportunities

Lexington Senior Center

39 Marrett Road

Lexington, MA, 02421

781-698-4840

Call the Senior Center to find out about our volunteer opportunities. Possibilities include receptionist duties, SHINE health benefits counselor, working in the Fix-It Shop, working in the Windowpane Shop, collating newsletters, being a presenter or teacher of an expertise you would like to share, and assisting residents in completing applications for fuel assistance.

Minuteman Senior Services (MMSS)

26 Crosby Drive

Bedford, MA 01730

888-222-6171

Web: www.elderinfo@minutemansenior.org

Call MMSS to learn about their volunteer opportunities, which include senior dining assistance, meals on wheels delivery, money management assistance, and nursing home ombudsman duties.

Senior Corps RSVP - Boston

Web: www.cityofboston.gov/elderly/rsvp.asp

Sitters without Borders, Inc. (SWOB)

508-353-0998

Web: www.sitterswithoutborders.com/home.html

SWOB is a first of its kind non-profit organization which offers free weekly babysitting sessions to low-income mothers who are attending college. SWOB provides support throughout the Greater Boston Area using local volunteers who believe in assisting families with childcare responsibilities to help parents pursue higher education.

Volunteer Boston

Web: www.volunteerboston.org

A web resource for community service organizations and their volunteers.

VolunteerMatch.org

Web: www.Volunteermatch.org

Find volunteer opportunities in the Boston area through this web site where you can search for exactly what you are seeking.

GLOSSARY

Adult Day Care Services

Adult day services (ADS) are community-based centers that provide care and supervision to consumers who need supervision, social support, or assistance with daily activities and who attend the facility during day time or night time hours, but are not residents of the facility.

ADS offers a variety of activities such as daily living skills training as well as leisure and recreational activities during working hours. ADS will first understand the needs of the person served and then offer services according to their need. ADS program is also known as day habilitation programs or day activity programs, or day programs.

Aging Services Access Points (ASAP)

Aging Services Access Points are one-stop points for all of the services and benefits available to seniors in Massachusetts. These agencies provide information, applications, direct services, and referrals. ASAPs manage the state-based Massachusetts Home Care Program and work with Area Agencies on Aging (AAA), established under the federal Older Americans Act, to make sure that seniors have access to all essential services.

ASAPs were formerly known as "Home Care Corporations", a name that spoke to their principal responsibility of operating the state-funded Home Care Program, a collection of supportive services designed to help elders remain independent and in their own homes, services that naturally complement those of the AAAs. In Massachusetts, there are 27 Aging Services Access Points, 20 of which are collocated with an Area Agency on Aging; seven ASAPs are 'stand-alone' entities, leaving three free-standing AAAs that fall outside the ASAP system.

Area Agency on Aging (AAA)

The Older Americans Act of 1965 established a system whereby authorized program funds flow through State Units on Aging (in Massachusetts, the State Unit on Aging is the Executive Office of Elder Affairs) to Area Agencies on Aging (AAA) where they are used to support home and community based supportive and nutrition services. In Massachusetts, there are twenty-three Area Agencies on Aging representing a like number of Planning and Service Areas (PSA). Planning and Service Areas are collections of communities that any given Area Agency on Aging serves; PSAs in Massachusetts range in size and composition from a single city (for example, Boston) to ones that serve over thirty cities and towns.

Area Agencies on Aging solicit and contract with private vendors for services, administer the disbursement of funding, monitor programs for regulatory compliance and maintenance of quality, and generally coordinate operation of services and resources.

Assisted Living

Residents have as much independence as they want with the knowledge that personal care and support services are available if they need them. Assisted living communities are designed to provide residents with assistance with basic ADLs (activities of daily living) such as bathing, grooming, dressing, and more. Some states also allow assisted living to offer medication assistance and/or reminders. Assisted living communities differ from nursing homes in that they don't offer complex medical services.

Assisted living communities range from a stand-alone residence to being one level of care in a CCRC (continuing care retirement community). The physical environment of an assisted living facility is often more appealing to both potential residents and their families. These communities offer a more home-like atmosphere with apartment styles that typically include studio and one bedroom models. Kitchenettes usually feature a small refrigerator and microwave.

Assisted living residents are usually seniors who have had a slight decline in health and need assistance performing one or more activities of daily living (ADLs). Seniors who would like to live in a social environment with few responsibilities and in a place where care is easily accessible whenever the senior may need it, are the type of seniors you will find in an assisted living community.

Continuing Care Communities

A continuing care community, also known as a life-care community, is a type of retirement community. In the U.S. a number of aging care needs (e.g. assisted living, independent living, nursing home care) may all be met in a single residence, such as an apartment in a congregate housing facility, a room or apartment in an assisted living facility, or in a skilled nursing home. These levels of shelter and care are housed on different floors or wings of a single high-rise building or in physically adjacent buildings, such as garden apartments, cottages, duplexes, mid- and low-rise buildings, or spread out in a campus setting. The average CCRC in the United States contains just over 330 units, made up of 231 independent or congregate living units, 34 assisted living beds, and 70 skilled nursing home beds.

Typically, elderly candidates move into a continuing-care retirement community (CCRC) while still living independently, with few health risks or healthcare needs, and will remain there until end of life.

As patrons age and medical needs change, the level of nursing care and service increases proportionally. The needs of patrons are consistently monitored and catered to, particularly as those needs become more intensive. If greater illness or injury warrants hospitalization, the patron may return to his or her residence after recovery and should receive appropriate treatment and care.

Continuing-care communities are ideal for seniors who may be living in isolation and would like to be immersed in a hospitable environment with other people of the same age. Typically, a range of activities and amenities are provided. However, CCRCs are costly, and vary widely in entrance and recurring fees.

Department of Transitional Assistance (DTA)

DTA's mission is to assist low-income individuals and families to meet their basic needs, increase their incomes and improve their quality of life. Located within the Executive Office of Health and Human Services, the Department ensures that the emergency and transitional needs of the individuals and families of the Commonwealth are met through a combination of federal- and state-funded programs. Massachusetts has a comprehensive system of programs and supports to provide to individuals and families in need in order to achieve greater economic self-sufficiency.

There are 25 DTA offices in Massachusetts. To find the office nearest you, visit www.mass.gov/dta and click on the DTA Office Locations link. You can also call the SNAP Hotline at 866-950-FOOD.

Hospice Care

Care and comfort measures provided to those with a terminal illness and their families- it can include medical, counseling, and social services. Most hospice care is furnished in-home, while specialized hospices or hospitals also provide this service.

Hospice Houses

Hospice Houses are an option for terminally ill individuals who want hospice care but are unable to continue living in their own homes. Hospice is provided in a warm, supportive environment with all the related amenities and comforts of home. Nurses are on-site around the clock.

Independent Living

Independent living is a level of care that is below assisted living. Independent living communities are considered to be any form of housing that is targeted to seniors over the age of 55. Independent living can include apartments as well as single family homes or townhouses. Typically there are activities planned for the members of the community as well as minimal assistance with yard work or other maintenance issues. Residents maintain as much independence as possible and are still able to perform all of the activities of daily living.

Long Term Care (LTC)

Long-term care involves providing a level of medical care that requires the expertise of skilled practitioners to address the often multiple chronic conditions associated with older populations. Long-term care can be provided at home, in the community, in assisted living facilities or in nursing homes. Long-term care may be needed by people of any age, although it is a more common need for senior citizens.

Long-term care can be provided formally or informally. Facilities that offer formal LTC services typically provide living accommodation for people who require on-site delivery of around-the-clock supervised care, including professional health services, personal care, and services such as meals, laundry and housekeeping. These facilities may go under various names, such as nursing home, personal care facility, residential continuing care facility, etc.

Long-term care provided formally in the home, also known as home health care, can incorporate a wide range of clinical services (e.g. nursing, drug therapy, physical therapy) and other activities such as physical construction (e.g. installing hydraulic lifts, renovating bathrooms and kitchens). These services are usually ordered by a physician or other professional. Depending on the country and nature of the health and social care system, some of the costs of these services may be covered by health insurance or long-term care insurance.

Massachusetts State Supplement Program (SSI/SSP)

Supplemental Security Income (SSI) is a federal program of the Social Security Administration that makes monthly payments to certain people who are age 65 or older, blind or disabled. Massachusetts adds more money to SSI payments for Massachusetts residents. This is called the State Supplement Program, or SSP.

Massachusetts sends state supplemental payments to SSP recipients directly. The federal government sends SSI payments separately.

The Department of Transitional Assistance and the Massachusetts Commission for the Blind are the Massachusetts agencies responsible for administering the SSP.

Nursing Facilities

A Skilled Nursing Facility is an inpatient healthcare facility with the staff and equipment to provide skilled care, rehabilitation, and other related health services to patients who need nursing care, but do not require hospitalization.

Private Home Health Agencies

Private pay companies that can provide both skilled and supportive care in the clients home, assisted living facility, or nursing home. Services are provided by trained RN's, LPNs, and Nurse's Aides. Services can include homemaking, shopping, respite care, assistance with activities of daily living (ADLs), and medication administration.

Respite Care

Temporary relief from duties for caregivers, ranging from several hours to days. May be provided in-home or out of the home, such as an assisted living facility or nursing home. **In home services** can be provided by volunteer or paid help, occasionally or on a regular basis. Services may last from a few hours to overnight, and may be arranged directly or through an agency. This popular respite choice enables the patient to remain in his or her own home, and can be invaluable for caregivers. **Out of Home** services include a range of private and non-profit respite programs. For example, *Adult Day Centers* are designed for older adults who can no longer manage independently, or who are isolated and lonely. Planned activities promote well-being through social and health services. *Residential Programs* offer temporary care for varying lengths of time. Group homes, hospitals, nursing homes, and other specialized facilities provide emergency and planned overnight services, allowing caretakers 24-hour relief.

Senior Moves

Senior Moves is a fast-growing industry that help seniors plan, organize, and execute a move from one home to the next. Senior Move Managers are professionals who specialize in assisting older adults and their families with the emotional and physical aspects of relocation and/or aging in place. Though many Senior Move Managers have backgrounds in gerontology, social work, health care, nursing, and psychology; others come to this industry from the corporate world of project management, technology, accounting, or marketing. What all Senior Move Managers share, however, is a profound commitment to connecting with older adults and a desire to perform meaningful work.

SHINE

The SHINE program was founded in 1988 and has helped more than 400,000 Massachusetts seniors and disabled persons save money on their health care costs. The Massachusetts Executive Office of Elder Affairs administers the program statewide, and the Central Massachusetts Association on Councils on Aging (COA) hosts programs in 63 cities and towns throughout Massachusetts.

SHINE counselors are familiar with Massachusetts' senior-care plans and are an excellent resource to help retirees and younger disabled Medicare beneficiaries maximize their Medicare coverage. They are community volunteers trained by the Massachusetts Office of Elder Affairs to provide unbiased and up-to-date health insurance information and advice.

Counselors can help determine the best coverage options through Medicare or other health insurance coverage, and can help seniors keep Medicare bills in line by preventing unnecessary duplications in

coverage. They also can help you fill out and process the often complex and lengthy claim forms and applications associated with Medicare and other insurance programs.

SNAP

The Supplemental Nutrition Assistance Program helps low income individuals and families buy healthy, nutritious food. This program was formerly called Food Stamps.

Visiting Nurses Association (VNA)

A Visiting Nurse Association is known by several names - VNA, Visiting Nurse Agency, or Home Healthcare Agency/Association. VNAs provide home health care for patients of all ages, and are the educators of disease prevention and health promotion. VNAs offer a wide array of home care and personal assistance services including, skilled nursing, in-home therapy visits, personal care services, medication mgmt., caregiver assistance, Alzheimer's care, assisted living, etc. VNA care is individualized to each patient's needs and they will assist you in creating a plan of care for you or your loved one.